



COLORADO

Energy Office

Weatherization Assistance Program

CEO-WAP-305 Client Complaints

Effective Date: July 1, 2024

Supersedes: July 2023

Related Documents:

CEO-WAP: [305 A1-A2](#)

1. Abstract

1.1 This policy addresses the process and requirements for addressing client complaints, disputes, and appeals received by either the subgrantee or, submitted to the Colorado Energy Office Weatherization Assistance Program (CEO WAP).

2. Client Complaint Received by Subgrantee

2.1 Subgrantees will follow their own internal processes to address complaints, and all complaints must be handled in an expedited manner.

2.2 If a client is unsatisfied with the resolution provided by the subgrantee, they may then appeal that decision to CEO WAP.

2.3 Complaints from family members or friends of clients who have not been designated as client advocates to subgrantee staff may not file a complaint or dispute.

2.3.1 Client advocates are designated by the client at any time via formal notification to the subgrantee.

3. Subgrantee Complaint Procedure

3.1 All subgrantees are required to have a written and verbal complaint procedure that records all identification and other pertinent information. Any substantiating evidence, such as photos, staff written comments, defective materials, additional costs, etc., must be included in the client file. See CEO-WAP-305 A1 for a template Client Complaint Resolution Form which must also be kept in the client file

3.1.1 A copy of CEO-WAP-305 A1 must be sent to CEO WAP in the case of an appeal.

3.2 Subgrantee Complaint Log: Subgrantees, as part of their complaint procedure, are required to keep a log of all client complaints for the program year.

3.2.1 They may use the provided template or create their own. See CEO-WAP-305 A2.

3.3 A complaint is defined as any dissatisfaction that a client seeks resolution, shared with any subgrantee staff, verbally or in writing, or on any and all forms provided to the client by the subgrantee, including complaints received by CEO WAP and forwarded to the subgrantee.



3.4 Complaint Resolution

- 3.4.1 When the subgrantee has reached a conclusion for a client complaint, the decision must be shared with the client in writing (via letter).
- 3.4.2 This letter should also include the CEO WAP general email, mailing address, and directions on how to appeal the decision.

3.5 Client Complaint Received by CEO WAP

- 3.5.1 If a client contacts CEO WAP in regard to a complaint that has not yet been addressed by the subgrantee, CEO WAP will direct that client to their respective subgrantee, and inform the subgrantee of the complaint with contact information for the client.
- 3.5.2 Customer Satisfaction Survey responses are generally considered to be feedback and will be used for training purposes, however, a response may be considered as a complaint if the response requires urgent follow up on the part of the subgrantee
- 3.5.3 In addition to passing the complaint information along to the respective subgrantee, CEO WAP will record the general information of the client complaint in the Client Complaint Log .
- 3.5.4 Complaints must have the subgrantee resolution before they can be directed to CEO WAP as an appeal.

3.6 Subgrantee WAP Documentation

- 3.6.1.1 Subgrantees must save copies of all information, notes, emails, and transcripts of all communications related to a client complaint in a client folder.
- 3.6.1.2 If a client is unsatisfied with the written decision of the subgrantee in response to their complaint, the client may appeal that decision to CEO WAP.

4. Client Appeal Process to CEO WAP

4.1 Requirements for Client Appeals

- 4.1.1 Appeals must be received in writing (either via letter or email) by CEO WAP and must include a copy of the subgrantee decision that the client is appealing.
 - 4.1.1.1 Email: weatherization@state.co.us
 - 4.1.1.2 Address: 1600 Broadway, Ste 1960, Denver, CO, 80202

4.2 Client Appeal Procedure

- 4.2.1 When an appeal is received at CEO WAP, a formal report of the complaint will be initiated. The subgrantee will be required to work closely with the CEO WAP to investigate and/or provide information in order for CEO WAP to evaluate the subgrantee's resolution of the client complaint.



- 4.2.2 The CEO WAP Associate Director will coordinate with the subgrantee and CEO WAP staff to determine a response to the client appeal.
 - 4.2.2.1 Their decision will be sent to the client in writing within 15 working days of receipt of the client appeal.
- 4.2.3 If the client is unsatisfied with the CEO WAP Associate Director's response, they may appeal one additional time via the same appeals process to the CEO WAP Director
- 4.2.4 The CEO WAP Director's decision will be sent to the client within 15 working days of receipt of the second appeal and is considered the final response to the client. No more appeals may be made after this decision.

5. CEO WAP Documentation

- 5.1 Appeals received by CEO WAP will be kept on file for the required amount of time.
- 5.2 CEO WAP will record the general information of the client complaint in the associated program year's records.